TRIPURA GOVERNMENT DIRECTORATE OF URBAN DEVELOPMENT 3RD FLOOR OF KHADYA BHAVAN, PANDIT NEHRU COMPLEX AGARTALA: TRIPURA (W)

18th

NO.F.18(6)-UDD/DUD/2015(P)/ 15323

Dated, Agartala, the

February, 2019

MEMORANDUM (For Certificate of uploading of Service Level Benchmarks)

The certificate for uploading of service level benchmark showing the status of service delivery in the website for the year 2017-18 for receiving the Grant under 14th Finance Commission during the year 2018-19.

10 (Ten) numbers of Urban Local Bodies of Tripura namely Ambassa MC, Bishalgarh MC, Jirania NP, Khowai MC, Mohanpur MC, Melaghar MC, Ranirbazar MC, Santirbazar MC, Teliamura MC and Udaipur MC have submitted status of the service delivery in 2017-18 and target in 2018-19. The data has been verified and found correct. Thereafter, it has been uploaded on the website of Directorate of Urban Development as per prevailing norms.

(Dr. Milind Ramteke, IAS)

Director, UDD

s. Io.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
ater	Supply Services			
1 (Coverage of water supply connections	100%	70	90
2	Per capita supply of water	135 lpcd	80	100
_	Extent of metering of water connections	100%	0	60
_	Extent of Non-Revenue Water (NRW)	20%	12	20
_	Continuity of water supply	24 hours	5	6
6	Quality of water supplied	100%	85	100
7	Efficiency in redressal of customer complaints	80%	80	100
	Cost recovery in water supply services	100%	50	100
	Efficiency in collection of water supply related charges	90%	90	100
	ge management (Sewerage and Sanitation)		to the gradual statement	- 17k lavs ins
1	Coverage of toilets	100%	40	60
2	Coverage of sewage network services	100%	50	80
3	Collection efficiency of the sewage network	100%	50	80
4	Adequacy of sewage treatment capacity	100%	0	40
5	Quality of sewage treatment	100%	0	40
6	Extent of reuse and recycling of sewage	20%	0	30
7	Efficiency in redressal of customer complaints	80%	75	90
8	Extent of cost recovery in sewage management	100%	0	40
9	Efficiency in collection of sewerage charges	90%	0	50
olid '	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	35	60
2	Efficiency of collection of municipal solid waste	100%	85	100
3	Extent of segregation of municipal solid waste	100%	25	60
-	Extent of municipal solid waste recovered	80%	0	50
-	Extent of scientific disposal of municipal solid waste	100%	25	60
-	Efficiency in redressal of customer complaints	80%	80	100
	Extent of cost recovery in SWM services	100%	0	40
_	Efficiency in collection of SWM charges	90%	25	60
	n Water Drainage	3070		- 00
	Coverage of Storm water drainage network	100%	90	100
_	Incidence of water logging / flooding	0%	15	0
	For the Performance Grant of 2018-19:			
	C			
1 1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	N	10
7793	Percentage of waste being processed scientifically*	100%	3	10

Chel Executive Officer

For the Performance Gra	Мониа	Service Level	l Benchmarks		
Indicators	Benchmark	Status 2017-18	Target 2018-19		
		95	99		
Supply Services	100%	95	95		
overage of water supply common	135 lpcd	0	0		
	100%	10	99		
- Constaring of Water Connection	20%	6	6		
extent of Non-Revenue Water (Mill)	24 hours	100	100		
Continuity of water supply	100%	50	55		
1	80%	75	80		
in rodressal of custoffier company	100%	90	95		
Efficiency in reducessarions supply services Cost recovery in water supply services	90%				
		90	95		
ge management (Sewerage und	100%	55	60		
	100%	55	60		
	100%	55	60		
	100%	55	60		
Adaquacy of sewage treatment out	100%	5	5		
T C	20%	85	90		
	80%	100	100		
	100%	90	90		
	90%	_			
Efficiency in collection of sewerage	0		0.5		
Management	- misos 100%	80	85		
Household level coverage of Solid Waste Management so	ervices	90	95		
Household level coverage of the Household level coverage of th	100%	0	45		
2 Efficiency of collection of municipal solid waste	1009		80		
at sogregation of municipal solid waste	80%	6 80	25		
	100	% 25			
f - ciontific disposal of municipal sens		80	80		
5 Extent of scientific dispers	809	92	82		
6 Efficiency in redressal of customer complaints	100	07	92		
fact recovery in SWIVI services	90	%			
Extent of cost recovery in SWM charges Efficiency in collection of SWM charges		80	0 85		
		0%	0		
To arrage of Storm Water drainage		%			
Coverage of scalar logging / flooding Incidence of water logging / flooding For the Performance Grant.	of 2018-19 : SLB Stat	us of 2017-18			
For the Performance of	i.h.,		YES		
Coverage of Water Supply (24 X 7) in all Public/Comm	nunity 2	4X7			
Coverage of Water Supply			•		
Tollets	1	00%	0		
2 Percentage of waste being processed scientifically*					
	been designed, bu	ilt,			
*% amount of waste that is disposed in landfills that have	contral agencies. Th	is extent			
i and maintailleu as por	- total dilaniulii oi	*****			
operated and manual operated as a percentage of the	ce: Handbook of Se	rvice			
*% amount of waste the voperated and maintained as per standards laid down by Central agencies of operated and maintained as per standards laid down by Central agencies of operated and maintained as per standards laid down by Central agencies of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of waste of compliance should be expressed as a percentage of the total quantum of the compliance should be expressed as a percentage of the total quantum of the compliance should be					



S. No.	For the Performance Gran	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-1
Wat	er Supply Services			
1	Coverage of water supply connections	100%	80	100
2	Per capita supply of water	135 lpcd	80	135
3	Extent of metering of water connections	100%	0	100
4	Extent of Non-Revenue Water (NRW)	20%	30	100
5	Continuity of water supply	24 hours	2	24
6	Quality of water supplied	100%	90	100
7	Efficiency in redressal of customer complaints	80%	65	80
8	Cost recovery in water supply services	100%	15	100
9	Efficiency in collection of water supply related charges	90%	70	100
ewa	age management (Sewerage and Sanitation)			100
1	Coverage of toilets	100%	36	100
2	Coverage of sewage network services	100%	0	100
3	Collection efficiency of the sewage network	100%	0	100
4	Adequacy of sewage treatment capacity	100%	0	100
5	Quality of sewage treatment	100%	0	100
6	Extent of reuse and recycling of sewage	20%	0	50
7	Efficiency in redressal of customer complaints	80%	70	100
8	Extent of cost recovery in sewage management	100%	0	50
9	Efficiency in collection of sewerage charges	90%	0	50
olid	Waste Management			30
1.	Household level coverage of Solid Waste Management services	100%	25	100
2	Efficiency of collection of municipal solid waste	100%	40	100
3	Extent of segregation of municipal solid waste	100%	0	100
4	Extent of municipal solid waste recovered	80%	0	100
5	Extent of scientific disposal of municipal solid waste	100%	0	100
6	Efficiency in redressal of customer complaints	80%	80	100
7	Extent of cost recovery in SWM services	100%	5	
8	Efficiency in collection of SWM charges	90%	100	100
	n Water Drainage	3070	100	100
1	Coverage of Storm water drainage network	100%	80	100
	Incidence of water logging / flooding	0%	20	100
	For the Performance Grant of 2018-19: S			0
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	NO NO	
2	Percentage of waste being processed scientifically*	100%	0	

Chief Executive Office?
Ambassa Municipal Council

1	For the Performance Gra	nt of 2018-19			
S. No.	Indicators	MoHUA Benchmark	Service Leve	Benchmarks	
14/~4	or Supply Society		314143 2027 10	1416012020-23	
1	er Supply Services Coverage of water supply connections	1000/		100	
2	Per capita supply of water	100% 135 lpcd	80 110	100 135	
3	Extent of metering of water connections	100%	0	0	
4	Extent of Non-Revenue Water (NRW)	20%	10	15	
5	Continuity of water supply	24 hours	10	24	
6	Quality of water supplied	100%	90	100	
7	Efficiency in redressal of customer complaints	80%	60	80	
8	Cost recovery in water supply services		90	100	
9	Efficiency in collection of water supply related charges	100% 90%	60	100	
	age management (Sewerage and Sanitation)	90%	- 60	100	
1	Coverage of toilets	100%	90	100	
2	Coverage of sewage network services	100%	0	0	
3	Collection efficiency of the sewage network	100%	80	90	
4	Adequacy of sewage treatment capacity	100%	70	80	
5	Quality of sewage treatment	100%	60	75	
6	Extent of reuse and recycling of sewage	20%	60	80	
7	Efficiency in redressal of customer complaints	80%	60	70	
8	Extent of cost recovery in sewage management	100%	10	30	
9	Efficiency in collection of sewerage charges	90%	80	90	
Solid	Waste Management				
1	Household level coverage of Solid Waste Management services	100%	20	100	
2	Efficiency of collection of municipal solid waste	100%	70	100	
3	Extent of segregation of municipal solid waste	100%	0	30	
4	Extent of municipal solid waste recovered	80%	0	30	
5	Extent of scientific disposal of municipal solid waste	100%	70	100	
6	Efficiency in redressal of customer complaints	80%	50	70	
7	Extent of cost recovery in SWM services	100%	70	100	
8	Efficiency in collection of SWM charges	90%	20	100	
torr	n Water Drainage		The state of the s		
1	Coverage of Storm water drainage network	100%	20	100	
2	Incidence of water logging / flooding	0%	20	100	
il a	For the Performance Grant of 2018-19:	SLB Status of 2017-			
1 1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YE	S	
2	Percentage of waste being processed scientifically*	100%	10	0	

Son

Chiaf Executive Officer Bishalgam Municipal Council Bishalgam, Sepahijala, Trioura

	For the Performance Gra	nt of 2018-19		
S. No.	Indicators er Supply Services	MoHUA Benchmark	Service Level Benchmarks	
Vate			Status 2017-18	Target 2018
1	Coverage of water supply connections			
	Per capita supply of water	100%	30%	90%
	Extent of metering of water connections	135 lpcd	135	135
	Extent of Non-Revenue Water (NRW)	100%	0%	0%
	Continuity of water supply	20%	5%	0%
_	Quality of water supplied	24 hours	8	12
_		100%	100%	100%
3	Efficiency in redressal of customer complaints	80%	20%	0%
	Cost recovery in water supply services	100%	0%	0%
-	Efficiency in collection of water supply related charges	90%	50%	100%
Wa	ge management (Sewerage and Sanitation)			
	Coverage of toilets	100%	70%	90%
3	Coverage of sewage network services	100%	0%	0%
,	Collection efficiency of the sewage network	100%	0%	0%
;	Adequacy of sewage treatment capacity	100%	0%	0%
	Quality of sewage treatment	100%	0%	0%
,	Extent of reuse and recycling of sewage	20%	0%	0%
	Efficiency in redressal of customer complaints	80%	0%	0%
	Extent of cost recovery in sewage management	100%	0%	0%
	Efficiency in collection of sewerage charges	90%	0%	0%
lid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	10%	50%
2	Efficiency of collection of municipal solid waste	100%	50%	70%
3	Extent of segregation of municipal solid waste	100%	50%	60%
_	Extent of municipal solid waste recovered	80%	40%	70%
5	Extent of scientific disposal of municipal solid waste	100%	100%	100%
5	Efficiency in redressal of customer complaints	80%	50%	80%
7	Extent of cost recovery in SWM services	100%	0%	0%
8	Efficiency in collection of SWM charges	90%	0%	0%
OFT	n Water Drainage			
i	Coverage of Storm water drainage network	100%	30N	40%
2	Incidence of water logging / flooding	0%	20%	10%
	For the Performance Grant of 2018-19:	SLB Status of 2017-1	18	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	Yes	
2	Percentage of waste being processed scientifically*	100%	100%	

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"Tripura_Jirania Nagar Panchayat_PG18-19.xls"

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
Wate	er Supply Services			
1	Coverage of water supply connections	100%	92	100
2	Per capita supply of water	135 lpcd	25	50
3	Extent of metering of water connections	100%	0	30
4	Extent of Non-Revenue Water (NRW)	20%	10	15
5	Continuity of water supply	24 hours	3	5
6	Quality of water supplied	100%	80	100
7	Efficiency in redressal of customer complaints	80%	70	80
8	Cost recovery in water supply services	100%	35	50
9	Efficiency in collection of water supply related charges	90%	70	80
ewa	age management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	90	100
2	Coverage of sewage network services	100%	60	80
3	Collection efficiency of the sewage network	100%	70	90
4	Adequacy of sewage treatment capacity	100%	0	30
5	Quality of sewage treatment	100%	0	30
6	Extent of reuse and recycling of sewage	20%	0	20
7	Efficiency in redressal of customer complaints	80%	70	80
8	Extent of cost recovery in sewage management	100%	0	30
9	Efficiency in collection of sewerage charges	90%	80	90
olid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	20	50
2	Efficiency of collection of municipal solid waste	100%	75	100
3	Extent of segregation of municipal solid waste	100%	10	50
4	Extent of municipal solid waste recovered	80%	0	30
5	Extent of scientific disposal of municipal solid waste	100%	10	30
6	Efficiency in redressal of customer complaints	80%	60	80
7	Extent of cost recovery in SWM services	100%	0	30
8	Efficiency in collection of SWM charges	90%	30	50
torr	n Water Drainage		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	
1	Coverage of Storm water drainage network	100%	60	80
2	Incidence of water logging / flooding	0%	15	5
	For the Performance Grant of 2018-19:	SLB Status of 2017		
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	YES	
2	Percentage of waste being processed scientifically*	100%	C	

Chief-Executive Officer Knowai Municipal Council Knowai, Tripura.

	For the Performance Gra	nt of 2018-19		
S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
		_	Status 2017-18	Target 2018-19
Wate	er Supply Services			
1	Coverage of water supply connections	100%	90	95
2	Per capita supply of water	135 lpcd	90	95
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	55	11
5	Continuity of water supply	24 hours	6	7
6_	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	50	55
8	Cost recovery in water supply services	100%	85	90
9	Efficiency in collection of water supply related charges	90%	90	95
ewa	ge management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	87	90
2	Coverage of sewage network services	100%	5	10
3	Collection efficiency of the sewage network	100%	5	10
4	Adequacy of sewage treatment capacity	100%	5	10
5	Quality of sewage treatment	100%	5	10
6	Extent of reuse and recycling of sewage	20%	5	10
7	Efficiency in redressal of customer complaints	80%	80	85
8	Extent of cost recovery in sewage management	100%	100	100
9	Efficiency in collection of sewerage charges	90%	90	95
olid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	80	85
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	40	45
4	Extent of municipal solid waste recovered	80%	82	85
5	Extent of scientific disposal of municipal solid waste	100%	25	30
6	Efficiency in redressal of customer complaints	80%	82	85
7	Extent of cost recovery in SWM services	100%	82	84
8	Efficiency in collection of SWM charges	90%	82	84
torr	n Water Drainage		•	
1	Coverage of Storm water drainage network	100%	85	90
2	Incidence of water logging / flooding	0%	20	10
	For the Performance Grant of 2018-19:	SLB Status of 2017	7-18	1
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7	NO	
2	Percentage of waste being processed scientifically*	100%	10	00

1	Indicators	MoHUA Benchmark	Service Level	Benchmarks
10.			Status 2017-18	Target 2018-19
ate	Supply Services			0.5
	Coverage of water supply connections	100%	80	85
	Per capita supply of water	135 lpcd	70	80
	Extent of metering of water connections	100%	50	35
4	Extent of Non-Revenue Water (NRW)	20%	20	20
5	Continuity of water supply	24 hours	3	5
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	90	100
8	Cost recovery in water supply services	100%	80	100
9	Efficiency in collection of water supply related charges	90%	75	90
ewa	ge management (Sewerage and Sanitation)			0.5
1	Coverage of toilets	100%	95	95
2	Coverage of sewage network services	100%	20	20
3	Collection efficiency of the sewage network	100%	70	70
4	Adequacy of sewage treatment capacity	100%	25	25
5	Quality of sewage treatment	100%	90	90
6	Extent of reuse and recycling of sewage	20%	20	20
7	Efficiency in redressal of customer complaints	80%	80	80
8	Extent of cost recovery in sewage management	100%	70	90
9	Efficiency in collection of sewerage charges	90%	90	90
olio	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	65	75
2	Efficiency of collection of municipal solid waste	100%	90	95
3	Extent of segregation of municipal solid waste	100%	85	100
	Extent of municipal solid waste recovered	80%	80	80
5	Extent of municipal solid waste recovered Extent of scientific disposal of municipal solid waste	100%	70	100
6	Efficiency in redressal of customer complaints	80%	75	80
		100%	30	50
7	Extent of cost recovery in SWM services	90%	15	30
8	Efficiency in collection of SWM charges			
	m Water Drainage Coverage of Storm water drainage network	100%	75	100
1		0%	20	0
2	Incidence of water logging / flooding For the Performance Grant of 2018-19	: SLB Status of 20	17-18	
- Contract	CONTRACTOR DE LOS CONTRACTOR DE LA CONTR			
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7		YES
2	Percentage of waste being processed scientifically*	100%		36
% ope of o	Percentage of waste being processed scientifically amount of waste that is disposed in landfills that have been designated and maintained as per standards laid down by Central agentompliance should be expressed as a percentage of the total quantoposed at landfill sites, including open dump sites.(Source: Handbottel Benchmarking, MoUD, Gol, Pg 66)	ned, built, cies. This extent tum of waste		36



	For the Performance Gran	t of 2018-19		
S.	Indicators	MoHUA Senchmark	Service Level Benchmarks	
No.		200	Status 2017-18	Target 2018-19
Vate	r Supply Services			
1	Coverage of water supply connections	100%	50	60
2	Per capita supply of water	135 lpcd	80	85
3	Extent of metering of water connections	100%	0	20
4	Extent of Non-Revenue Water (NRW)	20%	20	25
5	Continuity of water supply	24 hours	5	6
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	50	60
8	Cost recovery in water supply services	100%	70	80
9	Efficiency in collection of water supply related charges	90%	70	75
ewa	ige management (Sewerage and Sanitation)			70
1	Coverage of toilets	100%	60	70
2	Coverage of sewage network services	100%	0	0
3	Collection efficiency of the sewage network	100%	0	0
4	Adequacy of sewage treatment capacity	100%	0	0
5	Quality of sewage treatment	100%	0	0
6	Extent of reuse and recycling of sewage	20%	- 0	, 0
7	Efficiency in redressal of customer complaints	80%	0	0
8	Extent of cost recovery in sewage management	100%	.0	0
9	Efficiency in collection of sewerage charges	90%	0	0
Solid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	35	40
2	Efficiency of collection of municipal solid waste	100%	70	75
3	Extent of segregation of municipal solid waste	100%	- 0	0
4	Extent of municipal solid waste recovered	80%	0	0
5	Extent of municipal solid waste recovered	100%	100	100
6	Efficiency in redressal of customer complaints	80%	80	85
7	Extent of cost recovery in SWM services	100%	0	0
8	Efficiency in collection of SWM charges	90%	0	0
	m Water Drainage			
1	Coverage of Storm water drainage network	100%	50	60
2	Incidence of water logging / flooding	0%		
È	For the Performance Grant of 2018-15	SLB Status of 20	17-18	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7		NO
2	Percentage of waste being processed scientifically*	100%		100

(Dr. D. Kilfkdar)
Chief Executive Officer
Ranirbazar Municipal Council.

S. No.	Indicators	MoHUA Benchmark	Service Level Benchmarks	
			Status 2017-18	Target 2018-19
Nate	r Supply Services	W		
1	Coverage of water supply connections	100%	37	45
2	Per capita supply of water	135 lpcd	135	135
3	Extent of metering of water connections	100%	0	0
4	Extent of Non-Revenue Water (NRW)	20%	29	20
5	Continuity of water supply	24 hours	24	24
6	Quality of water supplied	100%	100	100
7	Efficiency in redressal of customer complaints	80%	75	85
8	Cost recovery in water supply services	100%	25	35
9	Efficiency in collection of water supply related charges	90%	35	45
ewa	ge management (Sewerage and Sanitation)			
1	Coverage of toilets	100%	50	60
2	Coverage of sewage network services	100%	0	10
3	Collection efficiency of the sewage network	100%	0	10
4	Adequacy of sewage treatment capacity	100%	0	10
5	Quality of sewage treatment	100%	0	10
6	Extent of reuse and recycling of sewage	20%	0	10
7	Efficiency in redressal of customer complaints	80%	0	10
8	Extent of cost recovery in sewage management	100%	0	10
9	Efficiency in collection of sewerage charges	90%	0	10
olid	Waste Management			
1	Household level coverage of Solid Waste Management services	100%	10	30
2	Efficiency of collection of municipal solid waste	100%	60	70
3	Extent of segregation of municipal solid waste	100%	0	10
4	Extent of municipal solid waste recovered	80%	70	80
5	Extent of scientific disposal of municipal solid waste	100%	0	10
6	Efficiency in redressal of customer complaints	80%	45	55
7	Extent of cost recovery in SWM services	100%	0	10
8	Efficiency in collection of SWM charges	90%	0	10
torr	n Water Drainage			and the second
1	Coverage of Storm water drainage network	100%	6	12
2	Incidence of water logging / flooding	0%	0	0
	For the Performance Grant of 2018-19:	SLB Status of 2017	'-18	
1	Coverage of Water Supply (24 X 7) in all Public/Community Toilets	24X7		ES
2	Percentage of waste being processed scientifically*	100%		0

